

Publication

EP 0539105 A3 19940316

Application

EP 92309444 A 19921016

Priority

US 78060591 A 19911023

Abstract (en)

[origin: EP0539105A2] An automatic call distribution system wherein, when no agent is immediately available, and the calculated delay before an agent is likely to become available is above a predetermined threshold, a record is made of the calling number (either received as part of call set up or inputs from the caller), and the record is queued. When an agent becomes available, or after a predetermined time, the ACD removes the top entry from the queue, places a call to the received calling number, and presents the call to an available agent.

IPC 1-7

H04Q 11/04; **H04M 3/50**

IPC 8 full level

H04M 3/42 (2006.01); **H04M 3/48** (2006.01); **H04M 3/523** (2006.01); **H04Q 11/04** (2006.01); **H04M 3/36** (2006.01); **H04Q 3/72** (2006.01)

CPC (source: EP US)

H04M 3/48 (2013.01 - EP US); **H04M 3/523** (2013.01 - EP US); **H04Q 11/0428** (2013.01 - EP US); **H04M 3/36** (2013.01 - EP US); **H04M 3/42059** (2013.01 - EP US); **H04M 3/5231** (2013.01 - EP US); **H04M 3/5238** (2013.01 - EP US); **H04M 2201/40** (2013.01 - EP US); **H04M 2242/22** (2013.01 - EP US); **H04Q 3/72** (2013.01 - EP US)

Citation (search report)

- [X] EP 0426361 A2 19910508 - IBM [US]
- [A] US 4989233 A 19910129 - SCHAKOWSKY HARVEY E [US], et al
- [X] "COMPUTERIZED CALL RETURN FEATURE", IBM TECHNICAL DISCLOSURE BULLETIN, vol. 28, no. 11, April 1986 (1986-04-01), NEW YORK US, pages 4897 - 4901

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US7831032B2; EP1001637A3; EP0905957A3; EP0748102A3; US6084957A; EP1092313A4; GB2386290A; GB2386290B; EP0715444A3; US6728671B1; EP1139334A3; GR1002701B; GB2290192A; DE19516822A1; FR2720884A1; EP0582440A3; US8175904B2; US9160856B2; US6606647B2; WO0101709A1; WO0022802A3; WO0041533A3; WO9637988A1; WO9712468A3; WO0005867A1; USRE46438E; USRE46457E; US9854006B2; USRE46387E; USRE46521E; USRE46538E; US10218848B2

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